

WASHOE COUNTY HEALTH DISTRICT

ENHANCING QUALITY OF LIFE

A Nationally Accredited Public Health District

2019 ANNUAL REPORT



The ODHO provides leadership and direction for the entire Health District by working with and through the District Board of Health. The ODHO is responsible for overall District management and community-wide health improvement initiatives, and serves as the central control point for public information.

A MESSAGE FROM THE DISTRICT HEALTH OFFICER

Kevin Dick, Washoe County District Health Officer



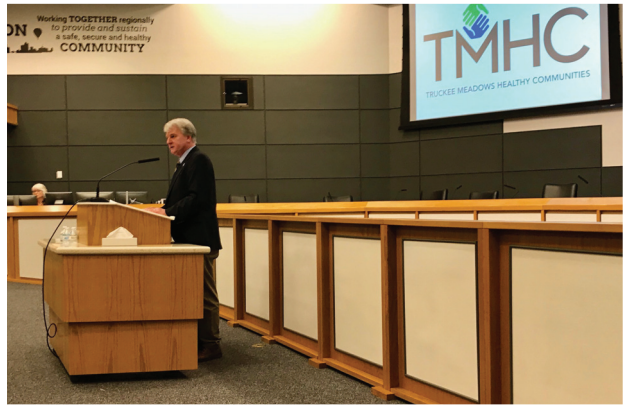
The Washoe County Health District had a successful 2019 that included national accreditation, a new and successful legislative effort and continued progress on our Community Health Improvement Plan (CHIP).

The Health District was awarded accreditation by the Public Health Accreditation Board in August 2019, a milestone accomplishment that shows that we meet or exceed the rigorous standards established by the Public Health Accreditation Board (PHAB). Accreditation affirms our commitment to continuous quality improvement to meet our community's needs and demonstrates our accountability and credibility to everyone with whom we work.

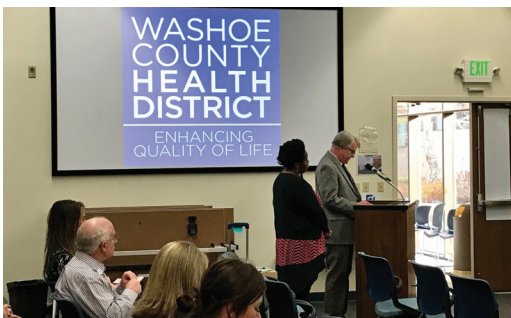
Also in 2019, and in accordance with our Strategic Plan objectives, the Health District established a Government Affairs Liaison position for increased engagement in the State legislative session. We were able to accomplish four out of five legislative priorities established by the District Board of Health. SB263 provides for appropriate taxation of e-cigarette/vaping products, tobacco prevention funding, heightened enforcement of e-cigarette sales laws, and inclusion of e-cigarettes/vaping in the Nevada Clean Indoor Air Act. AB66 proposed by the Washoe Regional Behavioral Health Policy Board provides for licensing and insurance coverage to create market conditions for establishment of Crisis Stabilization Centers. SB448 provides for issuance of transferable tax credits to help finance affordable housing projects. SB425 requires a state plan amendment for Medicaid to provide for tenancy support services for the severely mentally ill to help them to maintain housing. The Health District was able to engage on and support numerous other bills that provided additional public health benefits.

The Health District continued to work with community partners to implement the Community Health Improvement Plan, addressing the priorities of housing/homelessness, behavioral health, and physical activity and nutrition, and played a leadership role with Truckee Meadows Healthy Communities (TMHC). In conjunction with the TMHC, and the Truckee Meadows Regional Planning Agency, a Regional Strategy for Housing Affordability was completed and adopted as part of the new Regional Plan. TMHC, Renown Health and the Health District partnered to develop a proposal "Caring for Reno's Elderly" which was selected as one of 18 BUILD Health Challenge grants awarded by the Robert Wood Johnson Foundation. The project will address senior suicide prevention through social connections to reduce isolation. Through the 5210 Healthy Washoe program, we promoted physical activity and nutrition by encouraging the healthy behaviors of five servings of healthy fruits and vegetables per day, two hours or less of recreational screen time, one hour of physical activity, and zero sugary drinks.

2019 was a great year and we hope to make even more progress in 2020.

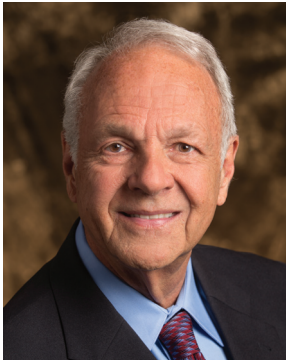


HEALTH DISTRICT EMPLOYEES IN ACTION



COMMENTS FROM THE BOARD OF HEALTH CHAIR

Dr. John Novak, DMD



2019 was a banner year for the Washoe County Health District. We are in a strong position financially, our workforce is achieving excellent results and our Board of Health is working hard to provide vision to serve the public health needs of the community.

We saw more than five years of hard work pay off in the form of receiving National Accreditation from the Public Health Accreditation Board (PHAB) in August. This was a significant achievement for our team as it recognizes outstanding performance and dedication to the health of our community. We are one of only 285 health departments in the country to achieve this accreditation. The process was rigorous, but we all rose to the occasion. It was an unbelievable effort for staff, the board of health members and the community partners who committed to providing quality services to all in Washoe County.

It was not the only significant achievement or milestone for the Health District, both from a national and regional perspective:

- **The Air Quality Management Division's hard work in permitting and compliance helped lead us to historically clean air quality for 2019.**
- **The Community & Clinical Health Services Division served more than 16,000 clients last year and led a regional effort to designate Washoe County parks as smoke and vape free.**
- **We were honored by the National Association of County and City Health Officials (NACCHO) with the Health Security Award for the support our Epidemiology & Public Health Preparedness Division has provided for the Inter-Hospital Coordinating Council (IHCC).**
- **Our Environmental Health Services team took home the Washoe County Impact Award for the Washoe Eats program and app.**
- **The obesity rate for Women Infant & Children (WIC) participants is 11.6 percent in Nevada, which is the 8th best rate in the county. A special shout out to our Community and Clinical Health Services' WIC program team.**
- **We released the Community Health Data Snapshot, which allows the community to access a trove of data organized around specific aspects of our community's health with an explanation of the significance of the data and how it impacts our health.**
- **As the Treasurer for National Association of Local Boards of Health (NALBO) and Liaison for the National Association of County and City Health Officials (NACCHO), I was honored to continue participating in health organizations that have great value and impact nationally.**

The Health District has set lofty goals for 2020 and the next decade. The work done in 2019 helped lay the foundation for great success. It is my hope that we can continue this positive momentum into this decade and continue to protect and enhance the well-being and quality of life for all in Washoe County.

AIR QUALITY MANAGEMENT (AQM)

Francisco Vega, P.E., MBA, Division Director

OurCleanAir.com

2019 A Historically Clean Year

For the first time since 1997, we did not have an exceedance of any federal air quality standard. Even more impressive is that since 1997, Washoe County's population has increased 50 percent and EPA strengthened the ozone (80 to 70 ppb) and PM2.5 (65 to 35 ug/m³) standards. Although summer 2019 was milder and only had one wildfire smoke episode, this achievement should not be underestimated.

Permitting and Compliance

Without the amazing efforts of the permitting and compliance branch, the no exceedances experienced in 2019 would not be possible.

By the Numbers:

- **In 2019, the AQMD permitting group issued or renewed 1,138 permits air quality permits.**
- **885 inspections were performed on permitted facilities**
 - **40 percent of those facilities emit ozone precursors in the form of volatile organic compounds (VOCs) including 215 gas station inspections.**

Relocation of the Downtown Reno Monitoring Station

Since 2001, our downtown air monitoring station was at the corner of Mill and River Rock. In January 20202, we launched a new site at Libby Booth Elementary School, which is less than 1 mile to the east. We held a ribbon-cutting event and have planned educational opportunities for the students at Libby Booth.



Air Quality Management Strategies Get Put into Local Plans

The Division has been an Ozone Advance partner with the U.S. Environmental Protection Agency since 2016. Ozone Advance encourages voluntary programs and strategies to keep our air clean and prevent violations of the federal ozone standard. Local governments took a big step supporting Ozone Advance through adoption of the 2019 Truckee Meadows Regional Plan and the City of Reno's Sustainability and Climate Action Plan. These plans include goals to reduce vehicle miles traveled, promote energy efficient buildings, and decrease urban heat island impacts.

COMMUNITY AND CLINICAL HEALTH SERVICES (CCHS)

Lisa Lottritz, MPH, RN, Division Director

CCHS had a successful 2019 as we worked to provide valuable health services to our community. Those areas include clinical services, chronic disease prevention, sexual health, maternal health, immunizations and our Women, Infants, Children (WIC) program.

In 2019, we integrated Family Planning and Sexual Health clinics in order to provide comprehensive services to clients. CCHS maintained its clinical site for University of Nevada, Reno medical residents, Advanced Practice Registered Nurses and nursing students, which provides our future healthcare providers with knowledge and understanding of how Public Health impacts our community.

Our sexual health program tackled the growing problem of rising sexually transmitted disease (STD) rates. Over the last five years, cases of chlamydia increased by 32.5 percent, gonorrhea increased by 60 percent, and syphilis by 300 percent. In response to this, CCHS evaluated investigation priorities and worked with CDC and state staff to improve investigative procedures.

We also worked hard to focus on sustainability and improved billing cost recovery so that we can continue to provide essential services to the community.

Our 2019 achievements, by the numbers:

- **CCHS provided clinic services to over 16,000 clients in the STD/HIV, TB, Immunization, Family Planning, Women Infants Children (WIC) and Maternal Child programs.**
- **CCHS delivered offsite services 239 times in FY19, providing services to at-risk populations.**
- **79 female inmates received family planning services at the Washoe County Sheriff's Office.**
- **Supplemental Title X funding was received for the current FY, increasing the total award by 11 percent.**
- **The program was awarded \$495,000 in funding from the Nevada State Division of Public and Behavioral Health to implement Immunizations for family planning/sexual health clients**

Finally, in an effort to create tobacco free environments for children, families, pets, and wildlife the Chronic Disease Prevention Program lead a joint regional effort and succeeded in designating parks in all jurisdictions (Reno, Sparks and Washoe County) as smoke and vape free locations.



ENVIRONMENTAL HEALTH SERVICES (EHS)

Charlene Albee, Division Director

WashoeEats Mobile App Receives Impact Award for Effective Communication



The Washoe County Manager and County Commissioners awarded the Environmental Health Services - Food Safety Program the Washoe Impact Award for Effective Communication for the WashoeEats mobile app. The app was developed to provide citizens transparent access to inspection results for food facilities throughout Washoe County. The app not only enables citizens to make informed decision about where to eat but also provides an

incentive for food facility operators to comply with public health regulations. The WashoeEats mobile app is available for Apple and Android devices.

Restructure – Consumer & Environmental Protection

The EHS Division operates in a dynamic atmosphere offering a variety of services across multiple subject areas. In order to improve functionality and illustrate the services offered, a restructure project was completed in 2019 resulting in the establishment of Consumer Protection and Environmental Protection Branches. The newly-formed branches provide an opportunity to illustrate the multiple programs implemented by EHS to our community partners and stakeholders. The Consumer Protection Branch includes Food/Food Safety (restaurants, events, response to foodborne disease outbreaks), Permitted Institutions/Facilities (schools, pools, manufacturing) and Commercial Plan Review. The Environmental Protection Branch includes Land Development (land use, safe drinking water, wells, and septic systems), Waste Management (solid/liquid waste, recycling, and underground storage tanks) and Vector Borne Disease Control.

U.S. Food & Drug Administration Model Food Code Adopted

EHS staff completed the process of updating the regulations governing food establishments with the adoption by the District Board of Health and the Nevada State Board of Health. The new regulations incorporate provisions from the most current version of the U.S. Food and Drug Administration Model Food Code. Additionally, the Food Safety Program is enrolled in the FDA Voluntary National Retail Food Regulatory Program Standards which is a quality improvement program that provides for program evaluation and measures program efficiency. The FDA Program Standards enhance the quality of services provided to the community and promotes active managerial control of risk factors most commonly associated with foodborne disease in food establishments to ensure the protection of public health for everyone that enjoys the culinary opportunities and special events held year round in Washoe County.

EPIDEMIOLOGY AND PUBLIC HEALTH PREPAREDNESS (EPHP)

Randall Todd, DrPH, Division Director

Epidemiology

In 2019, 2,632 cases were tracked solely by the Communicable Disease Program (excludes Tuberculosis, HIV, and Sexually Transmitted Diseases).

By the Numbers - Staff investigated 68 outbreaks due to

- **Influenza or influenza like illness (30)**
- **Norovirus or gastrointestinal illness (15)**
- **Hand, Foot, and Mouth Disease (11)**
- **Respiratory Syncytial Virus (5)**
- **Febrile illness (3)**
- **Pertussis (2)**
- **Astrovirus (1)**
- **Campylobacter (1)**
- **These investigations involved over 3,800 individuals.**



Public Health Emergency Preparedness (PHEP)

Public Health Emergency Preparedness staff provided a series of Chemical, Biological, Radiological, Nuclear and Explosive (CBRNE) trainings to local hospitals, EMS and Fire agencies. The focus was to increase their ability to identify and respond effectively with local resources to these types of events. The trainings included hospital radiation training and chemical/nerve agent training for clinicians.

In September, the PHEP program sponsored a preparedness event at Food Truck Friday in Idlewild park in downtown Reno. The PHEP program partnered with a variety of local stakeholders and provided information and education to the community.

In October, staff facilitated a community-wide Point of Dispensing (POD) exercise to test preparedness plans and integrate new federal guidance into POD operations. Overall, a total of seven local agencies simulated an influenza pandemic and opened PODs to provide vaccinations. As part of this exercise the Health District gave over 300 vaccinations.

Inter-Hospital Coordinating Council (IHCC)

The IHCC increased collaboration and membership among healthcare partners with three large exercises and 15 new partners in 2019. The first exercise activated the Mutual Aid Evacuation Annex, where 308 fictitious patients were evacuated three hospitals and received by six hospitals, ten skilled nursing, and one memory care facility. The second exercise was the alternate care site exercise, which activated the Joint Information Center and the Alternate Care Site Plan. The third exercise was a three-day Statewide FEMA sponsored full-scale exercise designed to stress all agencies and individual regions.

The IHCC received a national award from NACCHO in the category of “Building Regional Disaster Health Response Capabilities” to recognize significant accomplishments in implementing health security-related initiatives within their jurisdiction.

Emergency Medical Services (EMS)

The EMS Oversight Program partnered with the Quad-County Public Health Preparedness and East Fork Fire Protection District to develop a Regional Multi-Casualty Incident (MCI) Tabletop Exercise focused on on-scene coordination if a major incident occurred in Washoe County and mutual aid was not available from partner agencies due to other system demands.

Beginning August 2018, EMS Program staff worked with healthcare partners and EMS agencies to complete several revisions to the Mutual Aid Evacuation Agreement (MAEA), which is a plan specifically for healthcare facility evacuations due to a natural or technological disaster.



ADMINISTRATIVE HEALTH SERVICES (AHS)

Anna Heenan, Administrative Health Services Officer, aheenan@washoecounty.us

The Administrative Health Services Division (AHS) supports fiscal operations and ensures proper fiscal controls within all divisions.

AHS oversees financial management and budgeting, grants management, information technology, personnel and payroll, purchasing and facilities management.



AHS Revamps Travel Request Procedure

AHS continue to look for ways to improve operations and save costs. AHS worked with the Health District travel team to improve the administrative process for employee travel requests.

The new process reduced paperwork and improved the turnaround time for permission to travel and processing travel claims. AHS also worked with EHS to reorganize the financial records to reduce the number of cost centers allowing for reduction of up to one hour each pay period per employee for the input of work time in the time card/payroll system.

AHS By the Numbers:

- **The Washoe County Health District in ending Fiscal Year 2019 with \$22.6 million in expenditures and an ending fund balance of \$7.8 million.**
- **AHS administered over \$24.1 million in resources, including \$5.7 million in federal grants, \$256,650 in state grants, and \$9.5 million from the Washoe County General Fund.**
- **AHS supported payroll and other human resource needs for over 195 employees representing 159.59 full-time equivalents.**
- **AHS processed 33 new hires, which included six new positions, 13 position reassignments, 12 promotions, 38 resignations and retirements and 2 voluntary demotions.**
- **The Health District Technology Team assisted in finalizing the replacement of 190 computers including upgrades to Windows 10 in all computers and assisted with the migration to Office 365.**
- **The team also addressed over 941 requests for technology concerns, managed over 40 software applications, and managed the issues associated with 291 computers, laptops, and tablets.**
- **Nine employees in AHS completed over 100 classes to support the strategic priority of workforce development, including customer service training, diversity in the workforce, leadership training, and grants management, thereby creating a culture for cultivating talent.**

VISION

A healthy community

MISSION

To protect and enhance the well-being
and quality of life for all in Washoe County

VALUES

Trustworthiness

Professionalism

Partnership

Collaboration

STRATEGIC DIRECTION

Leaders in a unified community making measurable
improvements in the health of its people and environment

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WashoeCounty.US/Health

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